

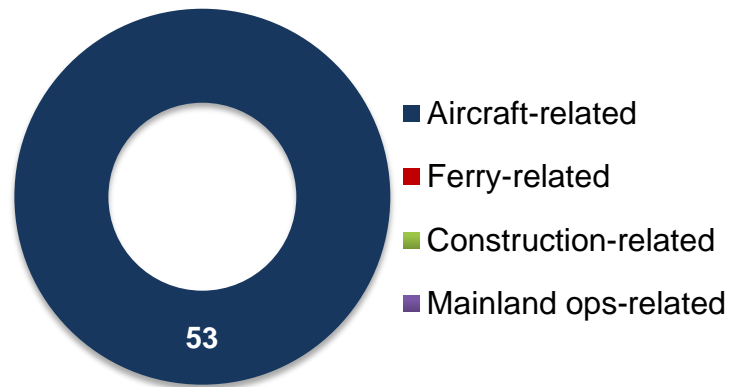
## SUMMARY

### 53 TOTAL COMPLAINTS

Total aircraft-related	<b>53</b>
Total ferry-related	<b>0</b>
Total construction*	<b>0</b>
Total mainland ops related	<b>0</b>

\* Non-pedestrian tunnel related

### COMPLAINTS BY ACTIVITY



### 53 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	<b>38</b>
General aviation	<b>00</b>
Medevac	<b>02</b>
Police helicopters	<b>00</b>
Helicopters	<b>00</b>
Military	<b>01</b>
No associated aircraft movement found	<b>01</b>
General	<b>11</b>

**Curfew violations** **6**

**COMPLAINTS YEAR OVER YEAR: (Mar 2015/Mar 2016)**

**↑ 57%**

**COMPLAINT TURNAROUND COMMITMENT MET**

**100%**

\*Response to complaint within 5 working days